



State of Nevada – Department Of Personnel

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
DMV FIELD SERVICES MANAGER	39	A	11.420

Under administrative direction of a DMV Administrator, DMV Field Services Managers plan, organize, coordinate and manage multiple services, programs and activities associated with the operation of a major community DMV field office and its satellites which serve the public in providing a broad variety of driver licensing, motor vehicle registration and titling, business licensing and other services to citizens of the State.

Ensure effective and efficient delivery of services to DMV customers; participate in the development, analysis and revision of performance goals and measurable outcomes; review weekly, monthly and quarterly reports and statistics to evaluate efficiency and measure success in meeting the mission, vision and objectives of the DMV; develop and implement space utilization plans to provide smooth traffic flow and optimum working conditions for staff.

Analyze and resolve service delivery problems; adjust priorities to meet changing community needs to ensure that customers are served quickly, effectively and courteously; evaluate the need for extended hours or other alternate service delivery methods; coordinate and integrate the work activities of diverse teams; develop and implement innovative methods and approaches in accordance with continuous improvement concepts.

Ensure consistent application and conformance with laws, regulations, requirements and restrictions related to issuance of driver's licenses, vehicle registration and titles, business licensing and enforcement activities; interpret and apply complex laws, rules, regulations and policies related to the full range of services provided by the DMV; participate in developing and reviewing DMV legislative initiatives, policies, forms and other items.

Supervise and evaluate the performance of assigned personnel; interview and select subordinate supervisors; ensure appropriate training and staff development opportunities are provided at all levels within the field services office; counsel, discipline and terminate staff in accordance with established State and department policies and regulations.

Direct the physical maintenance of assigned facilities including equipment, furnishings, and lighting, cooling and heating systems; ensure prompt repair and preventive maintenance of facilities; oversee custodial care of building facilities; ensure compliance with established health and safety regulations and OSHA requirements for the safety of customers and staff.

Participate in strategic planning and goal-setting activities; serve as a member of the field services management team; serve on cross-functional teams with Management Programs and Services staff to develop and implement new programs and enhance existing programs; communicate the DMV mission, vision and core values to team leaders and staff at all assigned locations.

Assist in preparation of biennial budget proposals for field services; review budgetary needs and submit recommendations and justifications for staffing, facilities, equipment, travel and other items for the assigned field office and satellites based on growth projections and work load; review and analyze budget reports and control expenditures to ensure appropriate allocation of resources.

Communicate with representatives of community organizations, business leaders, law enforcement agencies and others concerning specialized needs, issues and problems specific to the area served; speak to civic groups as requested to provide information regarding DMV programs and services; serve on local, regional, State and national committees and other cooperative work groups to resolve problems, assess customer needs and evaluate operational effectiveness.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in business or public administration or related field and four years of increasingly responsible experience in evaluating information and processing DMV documents related to driver licensing, vehicle registration and titling, motor carrier, and compliance/enforcement activities. Two years of the above experience must have been at the supervisory level; **OR** an equivalent combination of education and experience.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: laws, rules, regulations, policies and procedures related to the full range of DMV programs including driver licensing, vehicle registration and titling, business licensing, motor carrier and compliance/enforcement; team dynamics and consensus-building skills; customer service and problem-solving skills; strategic planning and goal-setting techniques; organizational structure, functions, processes, and applicable regulatory requirements for DMV; procedure manuals, policy guidelines and other technical references used to resolve complex problems and unique situations; principles and practices of supervision and training. **General knowledge of:** management principles and practices; principles, theories, techniques and trends in public administration including financial management, employee relations and related governmental programs related to DMV services and activities; facilities maintenance methods and practices. **Ability to:** interpret, apply and explain complex laws, regulations and policies related to DMV services; coordinate and integrate the work of diverse teams in response to customer needs; modify work processes as needed to implement new programs; communicate effectively both orally and in writing; establish rapport with individuals from diverse social, cultural, economic and educational backgrounds; analyze data, reach sound conclusions and make appropriate recommendations; establish program objectives and performance goals and assess progress toward their achievement; analyze organizational and operational problems and develop timely and economical solutions; work cooperatively with community leaders, local agencies and the general public; prepare and control budgets; travel to satellite offices and various locations in the community to conduct work.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Working knowledge of: principles, theories, techniques and trends in public administration including financial management, employee relations, and governmental programs related to DMV services and activities; team process and management; State regulations regarding hiring, employee development, discipline, performance evaluation, and related aspects of personnel administration; State budget development and maintenance procedures.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

11.420

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